



Institute for Service **Excellence** and Good Governance

IN PURSUIT OF EXCELLENCE



Who we are

The role of ISEGG in the service and leadership sphere is to facilitate and institute the premium standard of performance in the corporate and public sector with resounding emphasis on good governance and service delivery.



Founded, incorporated and operationalized in the year 2018, the Institute for Service Excellence and Good Governance (ISEGG) is an idea whose time has come. The evolution of time has made it a reality that humans end up more and more in the service industry. This is as machines and technology in general take up functions of production: which they do often times more efficiently without human interference. The aspect that humans can and should do better is service delivery. Most economies around the world are now driven by service, as that sector takes up greater percentages of the workforce. Since service is inevitable, why don't we set standards? A famous saying goes that "anything worth doing, is worth doing well". That is why we are here: our *raison d'être* (reason for being). The perversion and deliberate truncation of the process of service delivery is what manifests as corruption. A commitment to service excellence and good corporate and public governance is the direct opposite to the hiccups and frustrations we daily endure.

So, beyond merely providing service, we believe there is a need to seek for excellence. Aiming for customer delight in the public and private sector not only guarantees profit (for private sector), but also creates a satisfied, motivated and patriotic citizenry (for the public sector).

ISEGG through premium professional networks, excellence-oriented capacity development orientation and re-orientation programs, vision driven partnerships and practical career and organization enhancing programs, is an institution that sees to it that human capacity to perform in terms of skill, to deliver in terms of clinical conduct, and to coordinate in terms of systems and structure, remains at its highest possible standards.

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Service Delivery and Governance Issues

These are some of the symptoms of the problem we seek to help solve in the society.

1. Inefficient resulting for service lethargy
2. Injustices meted out to consumers of public and private sectors goods and services
3. Corruption as a result of the perversion of the service process
4. Inadequacies, in and non-utilization of knowledge of global best practices
5. Corporate government lapses resulting in mismanagement, fraud and organizational collapse
6. Public governance lapses as a result of public sector being no man's business
7. Loss of national and corporate competition in a super-efficient world, leading to mediocre corporate and national performance

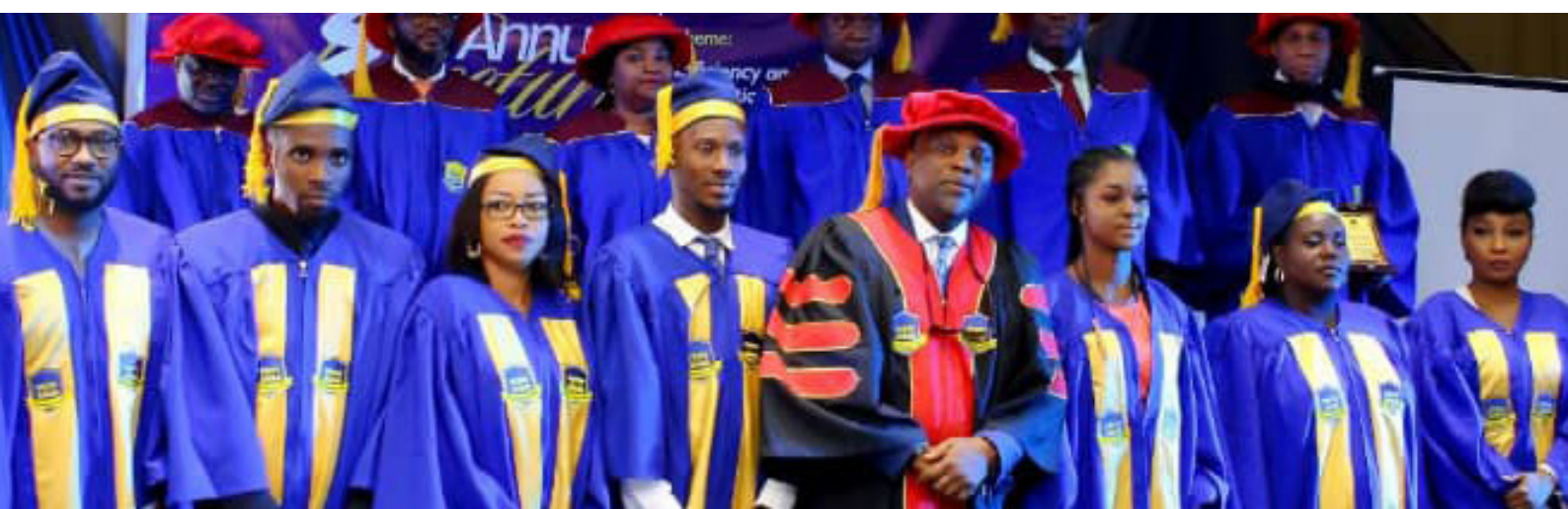
Our Modus Operandi – Ratings, Self-Assessments, Exams

We shall operate by daily populating the public space with knowledge in our chosen area, and also collaborating with institutes that have done a lot of work ahead of us, wherever they may be in the world. This will sometimes be in form of seminars and workshops, which will be advertised in a program schedule at the beginning of the year. A visit to our website www.isegg.institute will reveal that we already have a plethora of self-assessment tests in the chosen fields, with which any site visitor can access their service, governance and leadership readiness. These tests will be updated from time to time, and links will be offered to other sites around the world where continuous self-assessments can take place.

This makes any visit to our site worth the while and fruitful for members and non-members alike. One important aspect of our online assessments, is the one by which companies can assess just how well their customers are delighted by what they do.

By completing a comprehensive questionnaire, companies and public sector institutes alike are able to grade themselves. And thereby get better.

Aside from these, we shall organize open seminars, some of which will be free for members or for a token. This is to bring members alike, up to speed in the concerns before us.



Members (fellows, associates and students) are obliged to:

1. Be Service Excellence and Good Governance advocates and ambassadors in all their dealings.
2. Escalate service and governance failures in private and public sector organizations for rectification.
3. Participate actively in goings on within the institute.
4. Influence the environment around them by converting associates, colleagues, and subordinates to the good governance and service excellence ideal.
5. Have the optimal performance of their respective organizations and nation at all times, by adhering to service excellence ideal.



Annual Meetings

As part of our engagements with members and our publics, we host the following major annual events:

1. Annual General Meetings
2. Induction and Service Excellence Awards
3. Zonal meetings and Awards
4. These events are critical for the institute to maintain visibility and prestige as well as develop a profound sense of ownership for members. The zonal meetings and awards will enable the concepts of service excellence and good governance to percolate to the very grassroots of our society.

Memberships – Fellows, Associates and Students

Fellows

Fellows are highly distinguished professionals in their own field, who have concern and understanding about the dual issues of governance and service delivery/excellence in the public and private sector. They may be executives in their present places of assignment of leading a large team in the private and public sector.

Fees: Our fellows support us with an induction fee of **N100,000** and yearly subscription of **N40,000**.

You may become a fellow, after 5 years passing a qualifying examination that certifies that you are conversant with the best practices of service excellence, corporate, and public governance.

Your registration, qualification, induction and upkeep of your subscription entitles you to affix FISEGG (Fellow, Institute of Service Excellence and Good Governance) behind your name. Fellows are under obligation to attend at least two (2) Continuous Professional Development (CPD) programs of the institute every year, as may be announced.



Associates

Our associates are aspiring senior and middle managers in the customer service, corporate and public sector. All professionals who work in legal teams, service delivery, tourism, marketing, business development, administrating and related areas, fall in this category. You may become an associate of ISEGG by participating in our graded examinations and obtaining a pass mark.

Fees: Intending associates register with induction fee of N50,000 and a yearly subscription upon qualification of N20,000.

After qualification, an Associate of the Institute will be entitled to affix AISEGG (Associate of the Institute for Service Excellence and Good Governance) behind their names. An Associate of the institute may apply to be a Fellow after a minimum period of seven (7) years and upon full compliance with all financial and other periodic obligations, including continuous education. Fellows are under obligation to attend at least two (2) Continuous Professional Development (CPD) programs of the institute every year, as may be announced.

Studentship

Our students are young and aspiring professionals who are passionate about service excellence, leadership, and good governance. This category is designed for undergraduate students, fresh graduates, and individuals who desire to build a strong foundation in customer service, corporate ethics, and public governance.

Students are given the opportunity to learn through seminars, workshops, training programs, mentorship, and participation in the Institute's professional development activities. They are also encouraged to prepare for future professional qualifications within the Institute.

Yearly subscription for students is N10,000.

Application form for ALL membership categories: N10,000

Account Details:

Institute for Service Excellence and Good Governance

Access Bank

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Why You Should Join Us

The Institute offers the following:

- a. Certification as Service Experts with an orientation embracing global best practices in Service Excellence
- b. Certifications as Good Governance Experts with orientation in the global best practices in Corporate and Public Governance
- c. Periodic seminars and conferences to bring members up to speed on governance and service excellence
- d. Active participation of members in capacity building and committees that aid in the ramping up of knowledge base in identified areas
- e. Facilitation of training and capacity building for members in other parts of the world, which will be delivered by well-established institutes with whom we affiliate
- f. Corporate and individual participation in yearly awards on service excellence and good governance
- g. Generous discounts for open capacity building programs and seminars
- h. Local and foreign training opportunities

Our Vision

Our dream is to create an institute commanding the respect of professionals, across all affairs of life and duties to humanity, be it business, civil service or the humanitarian service sector. We intend to drive with pinpoint focus the need to take governance in all administrative aspects of service beyond what currently obtains globally.

ISEGG intends to offer panaceas as well as an exciting bouquet of trainings and integrated capacity developments programs to address this issue, given that the literature keeps evolving. Our institute stands in pole position to collate the best ideas in service delivery, corporate and public sector governance.

The Awards

Yearly, we organize comprehensive surveys of different industries (banking, telecoms, utilities, restaurants chains, manufacturers, hotels, service providers, distribution of fast-moving consumer good, and government agencies), with a view to letting the consuming public determine which is best. In achieving this, we will collaborate with some of the best polling agencies, and make our result public through social and traditional media. We believe this will make many organizations perform better.

These awards are among our flagship events and members will be free to attend at no cost.



Current Developments

1. Collaboration with the Presidential Committee on Economic and Financial Inclusion.



Our institute is proud to announce that we are part of the lofty ambition to train 10 million Nigerians under the auspices of the Presidential Committee for Economic and Financial Inclusion, by offering training to Nigerians on the critical subjects of Service Delivery, Service Excellence, Corporate Governance and Public Sector Service Excellence, among others. We believe that these critical trainings which are offered at Executive and Diploma level are very important especially to prepare our publics for the incursions of Artificial Intelligence. It is widely agreed that personalised service delivery may be one of the few expertise that are immune from technological onslaught on human labour.

2. Application in progress for National Charter at Nigerian Senate.



We are also happy to announce to members and prospects that our institute has commenced the process of application for a national CHARTER, which is hoped to position us as a national imperative for all Nigerian workers in the public and private sector. Whereas this is a very thorough process, we believe that we shall be able to achieve this charter in a matter of time. This is one of the landmark ambitions of our institute.





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